

## **REVENUE RECOVERY MANAGER**

### **DISTINGUISHING FEATURES**

The fundamental reason the Revenue Recovery Manager exists is to direct, supervise, and provide technical assistance to the Revenue Recovery staff to continually improve services to the customer and perform a variety of responsible collection activity providing courteous customer assistance in receiving and accepting payments owed to the City in the Customer Service Department. This classification is supervisory. Work is performed under independent supervision by the Customer Service/Tax Audit Director.

### **ESSENTIAL FUNCTIONS**

Oversees the Revenue Recovery section in the collection and delinquent utility , sales, tax, license fee and miscellaneous accounts to increase employee efficiency to the highest level of quality in an ever changing environment.

Plans, assigns and reviews work of employees supervised and assists in hiring of personnel for better delivery of service. Supports employee involvement in decision making to assist them in meeting individual goals and promotes positive employee attitudes.

Assists with preparation of sections budget and objective statements; monitors budget expenditures to save taxpayers money and to continually improve service to the customer.

Coordinates collection activity with the City Attorney, City Prosecutor, Accounting and other City programs. Prepares complaints to be filed and appears in court as requested. Provides technical assistance to other programs concerning their collection activity to improve the collection process.

Demonstrates mutual respect for people with the ability to listen and communicate effectively with a diverse group of people. Reviews and monitors various reports in order to plan, coordinate and accomplish the collection of City revenue. Prepares documentation of policies and procedures, statistical and management reports.

Researches delinquent accounts and contacts individuals/businesses for collection; visits businesses to resolve special collection problems; negotiates and prepares payment agreements; administers contracts with outside collection agencies; presents uncollectible write off accounts to Council for approval.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

Knowledge of:

EDP reporting systems.

Accounting and budget practices commonly used in governmental agencies.

Regulations governing collection activity.

Collection techniques and processes.

Employee supervision and training techniques.

Ability to:

Observe, review and check the work of staff members to ensure conformance to standards.

Perceive and interpret customer needs and translate them into effective solutions and operational policy.

Comprehend and make inferences from written material and verbal and/or written instructions.

Interpret City revenue related ordinances.

Make complex arithmetic computations.

Prepare statistical reports and maintain financial records.

Communicate effectively verbally and in writing with all levels of City staff, delinquent account holders and the general public.

Establish and maintain effective working relationships with co-workers, supervisors and the general public.

Operate a variety of standard office equipment including a computer terminal, a variety of computer software, telephone, calculator copy and fax machine requiring continuous and repetitive arm, hand and eye movement.

Maintain regular consistent attendance and punctuality.

### **Education & Experience**

Any combination of education and experience equivalent to a high school diploma or GED and three years collection and public contact experience. Experience managing and leading professional, technical and clerical personnel. Experience in collection with public/governmental agency is highly desirable.

FLSA Status: Exempt

HR Ordinance Status: Unclassified